



TENDER

The Bank of Khyber invites two separate sealed envelopes, One for Technical Proposal and One for Financial proposal of the following branded items as per the following specifications:

Lot: 1 – Nationwide Network Connectivity

General Terms and Conditions

1. RFP contains nationwide branch primary connectivity on **turnkey basis**. Contract is for five years period extendable for another term of three years. The Bidder shall propose a complete system, which can satisfy the system requirements, described, including but not limited to conducting site survey, design, system supply, installation, integration, training, testing, commissioning, services, support and warranty.
2. Bidder shall provide hard copy of technical and financial bids and soft copy of Technical bid burned in CD/DVD.
3. RFP is prepared by using non-proprietary terminologies. If bidder found any proprietary terminology the document, then bidder shall propose equivalent functionality with detailed description.
4. The bid must also be accompanied by the following:
 - a. Specifications of the equipment being offered along with technical brochures and manufacturer's part Nos.
 - b. Warranty details.
 - c. Completely filled Compliance Sheets enclosed with all system features. Any empty fielding compliance sheet or any missing item/feature in compliance sheet will be considered as Not-Comply.
5. All required features, hardware, software, Licenses, services mentioned in RFP.
6. Detailed technical proposal with complete system description.
7. If Bidder is offering connectivity services from third party service provider then bidder shall provide Joint Venture or relevant document for the same.
8. Direct remote and on-site support from service provider for five years from the date of completion/testing/acceptance of the job as per support requirements mentioned in this RFP.
9. Bidder shall provide detailed compliance sheet for each and every feature required as per RFP by mentioning Fully Complied and Not Complied. Any empty field in compliance sheet or any missing item/feature in compliance sheet will be considered as Not-Comply.
10. All Licensing (required to run the solution/requirements) along with Warranty & Support Contracts (for All devices, cards etc.) should be quoted & will be for five years Term.

Scope of Work

The RFP consist of nationwide branch primary connectivity on turnkey basis including delivery, deployment, testing, configuration, commissioning, training, warranty, services and support. Contract duration is five years extendable to another term of three years based on mutual consent. The bidder shall propose complete solution which can satisfy the RFP requirements during the contract period.

Nationwide branch connectivity over optical fiber

1. Total sites 165
2. Last mile connectivity media is optical fiber
3. Per branch bandwidth requirement is 2Mbps CIR.
4. At aggregation site, fully redundant media connectivity with primary media on optical fiber and secondary media on wireless.

Nationwide branch connectivity

The bidder shall propose complete solution which can satisfy the system requirement, described, including but not limited to conducting site survey, design, system supply, installation, commissioning, testing, training, support and warranty during the contract period.

Bank of Khyber Branches

1. Total branches are 165
2. Bidder will commission 2Mbps dedicated CIR connectivity over optical fiber at each branch. Optical fiber media is preferred however in case of unavailability of optical fiber media, bidder can propose wireless media.
3. All branches need to be aggregated at main Data Center, Khyber Bank head office located at State life building, 4th Floor, the Mall road Peshawar Cantt. Bidder must provide redundant and sufficient aggregation/backhaul link at main Data Center.
4. Provision of Ethernet handoff at all branches.
5. Bidder will operate and monitor communication media provided to all branches around the clock 7 days a week, 365 days a year.
6. Bidder will keep spares in stock for replacement of faulty equipment if and when required for rendering services.
7. Bidder will be responsible for initial trainings to IT team of Khyber Bank regarding initial diagnostics of provided connectivity medium.
8. Bidder will provide web based complaint portal having history of complaints launched with time stamp and 24/7 dedicated telephonic contact to report any issues in the provided communication media.
9. After successful deployment of connectivity at each site, bidder will conduct PAT (Provisional Acceptance Testing) and get it signed off.

Main Data Center, Khyber Bank Head office

1. Bidder will commission aggregation link over private IP cloud on fiber medium at Main Data Center Khyber Bank (Primary site) located at Sate life building the Mall road Peshawar Cantt. A redundant link on a separate media will be required for uninterrupted services in case of unavailability of primary media.
2. Primary site bandwidth must be CIR cumulative bandwidth of all bank branches.
3. Bidder will operate and monitor communication media provided to Khyber Bank around the clock 7 days a week, 365 days a year.
4. Bidder will make sure smooth auto failover of primary and redundant communication media.
5. Bidder will keep spares in stock for replacement of faulty equipment if and when required for rendering services.
6. Bidder will be responsible for initial trainings to IT team of Khyber Bank regarding initial diagnostics of provided connectivity medium at primary site.
7. Bidder will provide web based complaint portal having history of complaints launched with time stamp and 24/7 dedicated telephonic contact to report any issues in the provided communication media.
8. After successful deployment of connectivity at main data center, bidder will conduct PAT (Provisional Acceptance Testing) and get it signed off.

Technical Evaluation

Bidder shall provide all required information that is required in this RFP and as per evaluation criteria. Any missing information or information not provided as per format will lead to deduction in marks per criteria mentioned below.

Mandatory Criteria		
Clause	Nature	Documents
Certificate of Company/Firm Registration/Incorporation under the laws of Pakistan	Mandatory	Registration Certificate/Experience Certificate
Valid Income Tax Registration	Mandatory	Certificate
Valid General Sales Tax Registration (Status = Active with FBR)	Mandatory	Certificate
Valid Khyber Pakhtunkhwa Revenue Authority Registration	Mandatory	Certificate
Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization Anywhere in Pakistan	Mandatory	Affidavit on Stamp Paper
Compliance to the technical specifications of Services to be procured mentioned in this RFP	Mandatory	Compliance sheet
In full compliance of the Execution Schedule and Delivery Period mentioned in Tender document (Undertaking)	Mandatory	Project Implementation plan
Must be a Tier 1 service provider having its own redundant fiber infrastructure at network level	Mandatory	PTA registration certificate/proof of redundant fiber infrastructure at network level

Company Profile			
Attributes	Maximum Score	Score distribution	Requirements
Tier 1 service provider having its own redundant fiber infrastructure at network level			Tier 1 service provider
			Tier 2 service provider
Company established (no. of years)			15 or more years
			5 to 10 years
			Bidder participating in Lot 1 only
Location of office with Technical support			Offices at all districts nationwide
			Other
Similar projects			10 or more similar projects completed having minimum 50 sites in each project
			5 or more similar projects completed having minimum 50 sites in each project
			Less than 5 similar projects completed having minimum 50 sites in each project
Financial strength of the company (Provide 3 years financial statements)			Having annual turnover of at least 1 Billion
			Having annual turnover of less than 1 Billion and greater than 500 Million
Support and Warranty			
Three years operational support			24/7 remote support for aggregation link (primary site) Onsite support at main Data Center Khyber Bank within 04 hours. Onsite support at all branches within 24 hours during working days Web portal for complaint logging
			99% SLA for connectivity at main Data Center
			Other
Khyber bank branch connectivity			

Connectivity at Khyber Bank branches		80% or more sites with optical fiber coverage with 2Mbps bandwidth over private IP cloud. Remaining site can be made feasible by wireless media with Ethernet handoff. SLA 96% to be achieved.
		50% or more sites with optical fiber coverage with 5 Mbps bandwidth over private IP cloud. Remaining sites can be made feasible by wireless media with Ethernet handoff. SLA 96% to be achieved.
		Any other coverage or non-compliance
Connectivity at main Data Center Khyber Bank Head office Peshawar Cantt		Redundant CIR link over private cloud at Data Center with primary media on Fiber and secondary media on wireless along with auto fail over device. SLA 99% to be achieved.
		Any other media type and SLA level
		Other or non-compliance

Technical Compliance Sheet

Bidder must provide compliance as per given format. Whole compliance sheet must be completely filled with “Fully comply” and “Not comply”. Blank spaces will be considered as not comply. Partial compliance is not accepted.

S. No	Item Description	Fully Comply	Not Comply	Remarks
1	Optical Fiber connectivity of 2Mbps over private IP cloud at all branches			
2	At least 80% fiber connectivity coverage at all branches			
3	Wireless media connectivity of 2Mbps over private IP cloud in case of non-availability of fiber media.			
4	Redundant CIR connectivity over private IP cloud at main Data Center (primary site). Primary media should be on fiber while redundant media should be on wireless			

5	99% availability commitment at primary site			
6	96% availability commitment at all branches			
7	Auto fail over mechanism along with device at primary site			
8	Bidder must provide coverage map			
9	Bidder must provide web based complaint management portal			
10	Bidder must provide onsite support within 24 hours during working days at all branches			
11	Bidder must provide onsite support within 04 hours 24/7 at primary site			
12	Bidder must ensure that there is no internet connectivity at branches			
13	Bidder must repair/replace CPEs at remote sites falling under warranty			
14	Ethernet handoff at all branches			
15	Remote and onsite support cost should be included in cost			
16	Payments of each site will be started after deployment and acceptance of it			

Lot: 2 – BLADE SERVERS WITH CHASSIS

S.No	Requirements	Criteria	Qty.
1	Blade Chassis	Each blade chassis should able to support	2
2		✓ Redundant N+N power supplies (Hot Swappable)	
3		✓ Fully redundant (N+N or better) LAN+WAN+SAN switches and embedded management.	
4		✓ Single Blade should accommodate at least 14 hot pluggable blade servers	
5		✓ Chassis should support Intel based Blade servers	
6		✓ Should support both Layer2 and Layer3 switches	
7		✓ Redundant Chassis Management Controller	
8		Blade Chassis I/O Modules	
9		✓ The I/O modules must support 10G Ethernet (LAN + WAN + SAN) with failover and load balancing	
		✓ Redundant 16Gbps With 8-External-ports FC Switches including SFPs	
10		Power Efficiency	
11		✓ The proposed solution should have a low power budget/dynamic power management. The energy consumption or power budget will be provided as part of the bidder's proposal. Mandatory required power supplies to support 10 or more blades are mandatory and support matrix per installed blades and power supplies official document must require to be enclosed.	
12	scalability		

13		✓ Must support hot swappable blades and must be able to manage several blade chassis	
14		✓ The blade system must be equipped to support expansion modules that can be used to increase the number of 10-Gigabit Ethernet, and FCoE ports or connect to Fiber Channel SANs with 1/2/4/8/16-Gbps Fiber Channel switch ports, or both.	
15	Blade Servers Performance Category	Processor	14
16		✓ Solution should have the following minimum specifications	
17		✓ Two sockets solution/ blade server	
18		✓ 2 x Intel® Latest Xeon® Processors, 2UPI 10 cores or higher and minimum 14M Cache	
19		Memory	
20		✓ Total installed memory per blade server in the proposed solution must be 256GB minimum and compatible with the proposed solution.	
21		✓ Must have at least 16 DIMM Slots.	
22		Adapters/Cards	
23		✓ Dual port Ethernet cards for each blade	
24		✓ 16Gbps Dual port FC cards for each blade	
25		Hard Drives	
26		✓ Must support 2.5" SAS/NLSAS and SSD/IO acceleration hot swappable drives with support for two drives with an internal storage capacity of 240GB after RAID 1 (2 disks/blade).	
27		Server RAID	
28		✓ System have integrated RAID 0, 1 with on board RAID controllers.	
29	I/O Modules		
30	✓ The system must support & equipped with redundant I/O or mezzanine cards with a maximum throughput of 10gbps per blade with uplink connectivity 4 x 10gbps SFP+		
32	Hypervisor Support		
33	✓ Blade servers should support Linux, VMWare, Xen, Citrix, Hyper-v		
	Blade Servers Standard Category	Processor	10
		✓ Solution should have the following minimum specifications	
		✓ Two sockets solution/ blade server	
		✓ 2 x Intel® Latest Xeon® Processors, 2UPI 10 cores or higher and minimum 14M Cache	
		Memory	
		✓ Total installed memory per blade server in the proposed solution must be 128GB minimum and compatible with the proposed solution.	
		✓ Must have at least 16 DIMM Slots.	
		Adapters/Cards	
		✓ Dual port Ethernet cards for each blade	
		✓ 16Gbps Dual port FC cards for each blade	
		Hard Drives	
		✓ Must support 2.5" SAS/NLSAS and SSD/IO acceleration hot swappable drives with support for two drives with an internal storage capacity of 600GB after RAID 1 SAS 10K (2 disks/blade).	
		Server RAID	
		✓ System have integrated RAID 0, 1 with on board RAID controllers.	
	I/O Modules		

		✓ The system must support & equipped with redundant I/O or mezzanine cards with a maximum throughput of 10gbps per blade with uplink connectivity 4 x 10gbps SFP+	
		Hypervisor Support	
		✓ Blade servers should support Linux, VMWare, Xen, Citrix, Hyper-v	
34	Network Interfaces	✓ Support for onboard NIC with dual/quad 1Gbps/10Gbps	
35		✓ Ethernet ports with TCP/IP offload engine	
36		✓ 10Gbps Converged Network Adapters (10GE) and (FCoE)	
37		Ethernet switch	2
38		✓ 1Gbps layer 2/3 switch with 10Gbps external uplink ports	
39		FC switch	2
40		✓ 16Gbps FC switch for internal and external ports	
41		Blade Management	The proposed solution must have embedded server management system and have the following minimum specification
42	✓ Redundant Chassis Management Controller with multi chassis management		
43	✓ Blade failover technology		
44	✓ Enables automated and embedded one-to-many blade BIOS and firmware updates, independent of the operating system.		
45	✓ Real-time power/thermal monitoring and management		
46	✓ Manages Dynamic Power Supply Engagement (DPSE) functionality that can help lower overall system power consumption by ensuring power supplies run at their optimal efficiency points		
47	✓ Supports multiple levels of user roles and permissions, including integration into Microsoft® Active Directory® services and LDAP services for authentication		
48	✓ Integrated KVM Secure web (SSL) and command line (Telnet/SSH) interfaces Remote Management		
49	Administration & Monitoring		
50	✓ Complete hardware based remote administration from a standard web browser with event logging, detailed server status, logs, alert forwarding, virtual control, remote graphical console, remote power control (power up/down), virtual media for remote boot and configuration, virtual text and graphical control. the blade system should have the capability of managing all the blades in the same enclosure simultaneously.		
51	Warranty & Support	✓ 24x7 Technical Support for repair and replacement of hardware & components	
52		✓ 3-years onsite warranty for chassis/blade servers and accessories	
53	Installation & configuration	✓ Complete installation and configuration of hardware	
54		Training	
55		✓ Minimum 5 days hands onsite training for the concern staff before actual deployment	
56	OEM	✓ Original Equipment sales, pre-sales, and support resources availability and OEM office must be available in Pakistan.	
Note: we need a turnkey solution to up and running.			

TERMS & CONDITIONS

1. The Procurement shall be conducted in accordance with the Khyber Pakhtunkhwa Procurement Rules 2014 on **Single Stage Two Envelope Procedure**.
2. The Bank of Khyber invites two separate sealed envelopes, One for Technical Proposal and One for Financial proposal from TR1 partner for the supply and delivery of the Routers, Web Application Firewall, Next Generation Firewall, Video Conferencing System, Renewal of Licenses for IDS\IPS and Renewal of Licenses for Network Monitoring Software.
3. The bidder can apply for the whole Tender or for any one specific **LOT** as per his expertise.
4. The Technical bid should clearly mention Make, Model and Brand, (Specification of bid) without quoting the price and must mention the warranty period.
5. Company seal / stamp must be fixed on Technical Specification and Financial Proposal.
6. **If any firm fails to qualify the Technical Evaluation Criteria based upon Mandatory Requirements, then financial bid of the same will not be opened.**
7. **Mandatory Requirements are as follows:-**
 - a. The bidder should provide the item manufacture's **TR1** authorization certificate.
 - b. The bidder should provide **KPPRA/PPRA/SPPRA** registration Certificate with Technical Proposal.
 - c. The bidder should provide **FBR** registration certificate with Technical Proposal.
 - d. The bidder should provide an **undertaking** on stamp paper that it is not blacklisted by any of the Provincial / Federal Government or organization of the state / Federal Government in Pakistan.
 - e. The bidder must submit **Annual Audited Report** for the last three years.
 - f. The firm preferably has office in Peshawar and must submit a **List of Offices** across Pakistan.
 - g. The bidder shall give at least **Five Relevant References** (Purchase Order) of similar equipment delivery / installation by their firm.
 - h. The bidder shall have at least **Five Year Relevant Experience** for the supply of similar equipment.
 - i. **Call Deposit** of Two percent (2%) of the total bid amount must be attached with financial proposal in separate sealed envelope in favor of Head IT Division, The Bank of Khyber **on or before 10:00 AM, 27-12-2017.**
8. **Tender bid opening will be held on Wednesday, 27-12-2017 at 11:00AM at BOK I.T Division.**
9. **Any bid submitted after due date and time will not be entertained.**
10. The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
11. The prices quoted shall remain valid for **120 days**, after the date of opening the tender.
12. Delivery of all items must be made within **(6 – 8)** weeks of issuance of purchase order.
13. All prices quoted must be inclusive of all Taxes applicable, such as GST, Income Tax, etc.
14. Rate should be quoted in words and figures.
15. **In case of failure to supply the item under specified time. The work order should be awarded to second lowest.**
16. Failure to supply items within **(6 - 8)** weeks' time period will invoke. In addition to that, two percent (2%) Call Deposit (CDR) amount will be forfeited.
17. Bidders must submit at least one bid that matches or is better than the required specifications and are free to quote more options each clearly marked as option 1, option 2 in separate envelopes.
18. **No negotiations and revised bids will be allowed.**

I T Division, Head Office
The Bank of Khyber
4th Floor,
State Life Building, Peshawar.
Phone: 091-5279690, 091-5274399



The Bank of Khyber

Tender

The Bank of Khyber invites two separate sealed envelopes, One for Technical Proposal and One for Financial proposal from TR1 partner for the supply and delivery of the following items:-

- 1) **Nationwide Branch Network Connectivity**
- 2) **Blade Server with Chassis**

The Procurement shall be conducted in accordance with the Khyber Pakhtunkhwa Procurement Rules 2014 on **Single Stage Two Envelope Procedure**.

Terms and conditions for the above purchase equipment can be seen on website <http://www.bok.com.pk/downloads/>

All bids must be accompanied by a call deposit of two percent (2%) of the total bid amount in favor of The Bank and must be delivered to the HEAD IT DIVISION, THE BANK of KHYBER on **27-12-2017 Wednesday at 10:00AM** and the opening timings is **11:00AM** on same day at BOK I.T Division.

IT Division, Head office
The Bank of Khyber
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